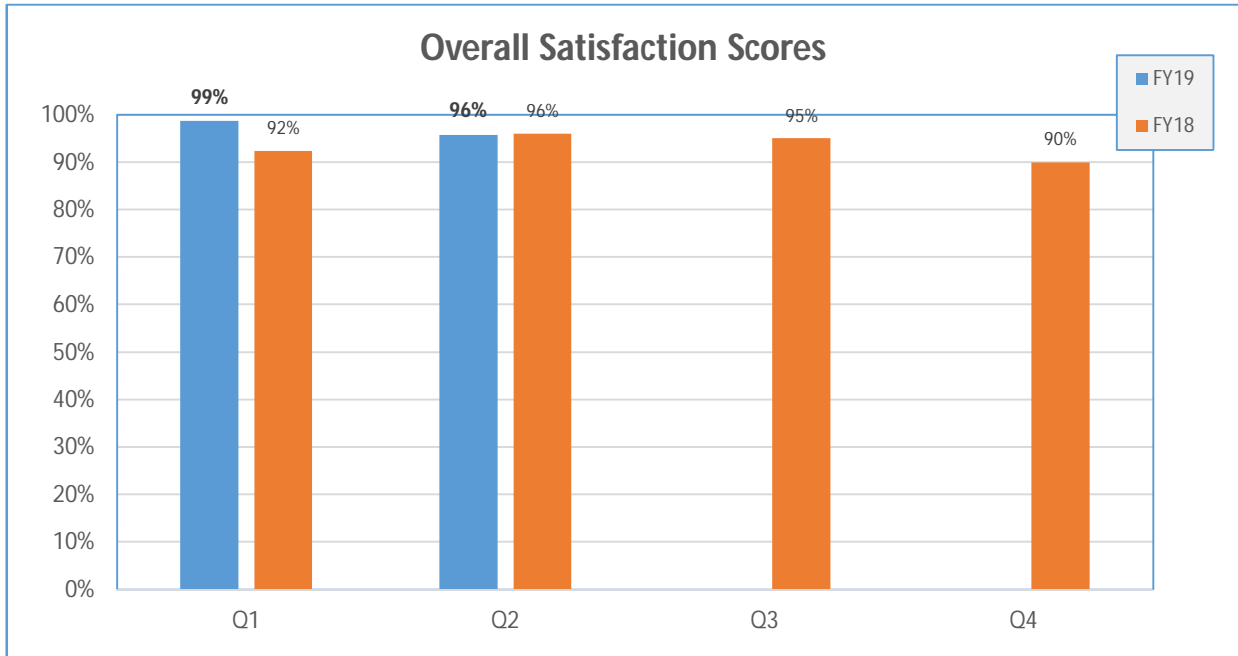


Client Satisfaction

October to December 2018

This quarter, **238 clients** completed a Client Satisfaction Survey. The graph below shows the number of these clients who were satisfied with their services over the past six quarters (18 months).



This quarter, **96% of clients** reported that they were satisfied overall with the services they received. These positive ratings were consistent across the other five measures (see table below).

Survey Item	This Qtr.	Last Qtr.
	Score	Score
Timeliness of appointments	96%	97%
Helpfulness of services	97%	100%
Respect of your cultural background	99%	100%
Treatment Planning and goal setting	99%	100%
Recommend to Others?	98%	100%